

Information Services Board (ISB) Meeting Minutes

Department of Information Services Board Room, The Forum Building
Olympia, Washington
January 21, 1998

Members Present:

Joe Dear
Charles Baum
Emilio Cantu
Jim Coolican
Tom Fitzsimmons
Steve Kolodney
Ed Lazowska
Mary McQueen
Marsha Tadano Long
Cathy Wolfe

Others Present:

Todd Sander

Members Absent:

William Finkbeiner

Call to Order

Mr. Dear, ISB Chair, called the meeting to order.

Roll Call

Sufficient members were present to allow a quorum.

Approval of Minutes

The minutes from the December 19, 1997 ISB meeting were approved.

**Department of Licensing
BTAP Feasibility Study**

Mr. Andy Marcelia, Senior Technology Management Consultant, Department of Information Services (DIS), introduced Ms. Evelyn Yenson, Director, Department of Licensing (DOL) and Mr. Bill Dye of Dye Management Group to present to the Board the DOL Business and Technology Assessment Project (BTAP) feasibility.

Ms. Yenson explained that the feasibility study was done to determine how DOL could improve upon the way it does business, while contributing to public safety. The feasibility study proposes six projects with six functional business areas. DOL is currently asking the Board for its approval on two of the projects, improving information search/query and the license service office (LSO) re-focus and organization. She stated the other four projects would be proposed at a later date to the Board. They are, on-line update from the vehicles field system; modification of the citation process; management of notifications and correspondence; and imaging and document

management.

The first project, information search/query, would greatly enhance the ability to search DOL records and would connect the Department's driver records with its vehicle records, improving public safety. Benefits of the project include greater apprehension of hit and run drivers; better policy decisions on public safety; customized statistical reporting; enhanced privacy; support for Driving Under the Influence (DUI) enforcement and more efficient processing of records. Mr. Dye stated the preferred option to implement the search and query project would involve the use of two servers, with relational database and data warehouse tools in an open architecture environment. Using this technology with both projects would allow for efficiencies over time amounting to approximately \$4.3 million over the life of the project.

The second option is called the LSO Refocusing and Reorganization Project. It will refocus policies and customer service. Possible changes include graduated driver's licenses for teen drivers that phase in privileges like night driving as young drivers gain additional driving experience. Other changes would be to extend the renewal period from four to six years; digitize the driver's photos on the driver's license; and integrate the written driving test. The legislature must approve a bill allowing the licenses to be digitized, and to increase the driver's license fee. If option two is approved, benefits would be increased safety; improved customer convenience; decreased fraud; saved lives and a reduction in the amount of money spent on property damages (currently \$50 million annually).

To implement the LSO option it is recommended that field offices use client server technology, with the majority of data residing on servers ("fat clients") and the use of a computer that doesn't actually store the data ("thin clients"). The development costs will be approximately \$5.9 million.

A motion was made to approve the feasibility study.

The motion was carried.

WSP Data Center Move

Mr. Sander, Deputy Director, DIS, introduced Mr. Bob Leichner, Assistant Chief, Washington State Patrol (WSP), to update the Board on the status of the location of the WSP Data Center. Mr. Leichner asked

the Board to approve the move of the WSP mainframe data processing from WSP to the DIS data center.

WSP examined three options, migrate mainframe processing to DIS or the Department of Transportation (DOT) or retain data processing at their own data center. Key concerns were Year 2000 efforts and current criminal justice data center requirements for physical security and 7 day, 24 hour operation mandated by statutory and federal requirements. DIS meets the data center requirements and could assist with the Year 2000 efforts and the migration planning.

WSP believes that by migrating mainframe processing to DIS by January 1999, it will allow one year to ensure the systems are stable and ready for the Year 2000.

A motion was made to approve the move of mainframe processing from WSP to DIS.

The motion was carried.

Portfolio-based IT Management and Oversight

Mr. Sander introduced Mr. Paul Taylor, Senior Policy Advisor, DIS, to present an overview of the development of portfolio-based Information Technology (IT) planning and management document.

The portfolio model is intended to tie agency missions and IT investments based on business requirements. The overarching theme is IT is a vital public asset and needs to be managed as such. Reviewers saw this method as a better context for IT planning within the agencies. By far, the concerns regarding the process are with the implementation issues. The implementation details will be finalized following Board approval to the approach.

Mr. Sander said many reports required presently would not be required with portfolio management, providing a simpler, yet comprehensive approach. Agencies will be encouraged to continue business and strategic planning. Mr. Taylor emphasized the linkage between the agency and statewide strategic IT plans.

Mr. Fitzsimmons, Director, Department of Ecology, asked for Board intervention and auditing of IT

projects. Because of the decentralization of IT out into the agencies, more precise management of IT resources needs to occur and the Board needs to increase its role in oversight, possibly in Level One projects.

Mr. Baum, Director, Department of Natural Resources, said that from an agency director's point of view, the portfolio approach is welcomed as a means to identify how the assets fit together. Mr. Dear asked for confirmation that the accountability is fully the agency executive's responsibility. Mr. Sander confirmed.

A motion was made to formally adopt the portfolio model and authorize its implementation.

The motion was carried.

DSHS Acquisition

Mr. Rich Martin, Senior Technology Management Consultant, DIS, introduced Mr. Charles Reed, Deputy Secretary and Ms. Liz Begert Dunbar, Assistant Secretary of Economic Services Administration, Department of Social and Health Services (DSHS) to present to the Board the \$5.9 million acquisition proposed to upgrade aging equipment and correct Year 2000 problems.

Mr. Reed explained the need to upgrade existing personal computers (PC's) to successfully implement extensive welfare reform. Ms. Dunbar elaborated the acquisition will involve purchasing 3,200 new desktop PC's; upgrade 800 PC's; 85 file servers; network software; communication devices; training for the end users and technical staff; and installation and maintenance.

The acquisitions will be competitive and conducted by DIS for the major pieces like PC's and servers, and DSHS for the training and upgrades to existing equipment.

A motion was made to approve the proposed acquisition.

Three members abstained. The motion was carried.

CTC Acquisition

Mr. Marcelia introduced Mr. Vic Albino, Executive Director, Communications Technology Center (CTC), to present and request Board approval for an acquisition plan for Compaq computers similar to the

plan recently approved for Gateway computers.

The contract provides a means for educational institutions to leverage pricing when they are making small PC purchases.

A motion was made to approve the acquisition for the CTC.

One member abstained. The motion was carried.

Status of Legislation

Mr. Sander gave a brief status to the Board on legislation affecting the ISB. House Bill 1955 was introduced to clarify the ISB role in oversight when a large IT project is halted and add communication strategies to keep legislative groups informed. Representative Wolfe said there are more amendments to the bill, but she fully expected it to pass.

Mr. Cantu made a motion to have the ISB staff provide the Board with a comprehensive inventory of state government's information technology investments.

The motion was carried.

Remaining Agenda Items

None.

New Business

Ms. Jayasri Guha, Information Technology Manager, Weyerhaeuser, was appointed as private sector member to the Board.

Adjournment

The meeting was adjourned.